



State of North Carolina Office of the State Controller

Michael F. Easley, Governor

David McCoy, State Controller

October 22, 2008

MEMORANDUM

TO: Chief Executive Officers
Chief Deputies
HR Directors
Payroll Officers

FROM: David McCoy *David McCoy*

SUBJECT: BEACON HR/Payroll

I would like to thank you for your patience and support as I've transitioned into my new role. The office of the State Controller (OSC) has renewed its commitment to addressing all human resources and payroll-related issues that some of our employees have experienced. Our leadership team continues to evaluate our business practices with the goal of continuously improving the HR/Payroll system end user experience. Towards that end, we created a team focused on reducing the number of outstanding "issue" tickets in the queue, and I am pleased to report that thanks to their good work and the collaborative efforts of your human resources and payroll teams, we are now resolving more tickets than we receive each week.

As we continue our efforts to stabilize the system, we have hosted agency-specific "HR/Payroll Issues" meetings. As a result of these meetings, we increased the font size on the monthly payroll statement and added clarifying information to the ESS version of the pay statement. We have also hosted payroll and time workshops and created new job aids for end users and core users.

In the coming weeks we will share more information on many of the activities we have started, including:

- Rolling out a revised time statement;
- Establishing a change control process;

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- Developing an accountability scorecard to help you keep track of the issues we have resolved as well as the ones we continue to work on;
- Establishing a customer advisory council; and
- Updating BEACON training materials and curriculum.

As a customer service organization, you have not only my commitment, but the commitment of all the dedicated Office of the State Controller employees to work to exceed your expectations. There is work to be done, but with your support, we can make our human resources and payroll system one of which we can all be proud.

Again, my thanks for your support for this office and all our State employees.

Thank you.

Cc: Governor Michael Easley
Marc Basnight, President Pro Tem
Joe Hackney, Speaker of the House